

Direct Ship – Adding Formula

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. It provides an overview of Adding More Formula using Direct Ship.

Issuing via Direct Ship

Audio

This course contains audio. Please turn on your speakers.

Scenario

Momma Bird started supplementing with Enfamil Infant formula when she returned to work at the beginning of the month. She has returned to the clinic to be issued benefits for June, July, and August. She is wondering if she could be issued one (1) can of formula a month.

Scenario1

Momma was fully breastfeeding Fred. Since returning to work she has been mostly breastfeeding Fred and occasionally supplementing with Enfamil Infant formula. After talking with our breastfeeding peer counselor she would like to be issued just one (1) can of Enfamil Infant formula.

Scenario2

Since we have a couple of Enfamil Infant cans on hand, we will direct ship one (1) can to her for the current month and issue July and August benefits to the eWIC Card.

PF

First, we need to change Fred to mostly breastfeeding and update his Date Breastfeeding Verified. Go ahead.

<no script – failure hint> Click the **Health Information** tab.

Health History

<no script – failure hint> Click the **Breastfeeding Amount** drop-down.

<no script – failure hint> Select **Mostly Breastfeeding**.

<no script – failure hint> Click the **Date Breastfeeding Verified** drop-down.

<no script – failure hint> Select the **Today** button.

Mom has indicated that she started supplementing when she went back to work on June first. We will quickly type that date into the **Date Supplemental Feeding Began** field.

Health History¹

Now let's take a look at the Food Prescription tab.

<no script – failure hint> Click the **Food Prescription** tab.

<no script – failure hint> Click **Yes** or press the Enter key on the keyboard.

Change Rx Msg

<no script – failure hint> Click **Yes**.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Food Rx

<Pause for expansion of nodes>

One (1) can of Enfamil Infant powder has been added for the June and September food prescriptions.

We are now ready to issue benefits.

<no script – failure hint> Click the **Issue Benefits** icon.

Issue

We are going to direct ship Fred's June benefits and issue all other benefits to the eWIC card.

<no script – failure hint> Click the **Direct Ship** checkbox for June.

<no script – failure hint> Click the **Issue Benefits to Selected Members** button.

Direct Ship

<no script – failure hint> Click the **In Stock** radio button.

<no script – failure hint> Click the **Finish** button or press Enter on the keyboard.

Aggregated

We can see that Enfamil Infant was issued to the eWIC card for July and August.

Let's finish issuing the benefits and display the Shopping List on our screen.

<no script – failure hint> Click the **Send EBT Data** button.

Print List

<no script – failure hint> Click the **Print Shopping List** button.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

<no script – failure hint> Click the **Close** button.

Shopping List

As you can see on the eWIC Shopping List, Fred's formula does not appear for the month of June. This is because the eWIC Shopping List only shows the items issued to the card.

<no script – failure hint> Click when ready to continue.

Ben Hx

Let's take a look at Benefits History next.

<no script – failure hint> Click the **Benefits History** tab.

<no script – failure hint> Click when ready to continue.

Adding More Formula

Scenario Add

Fred Bird's mom comes back to the clinic later the same day. We remember her from this morning and that we direct shipped one (1) can of formula to her from our stock. Momma has changed her mind and decided she would like a few more cans of formula, but issued to her eWIC card. This scenario is a two-step process.

PF Add

Keep in mind that since we are adding formula and not changing the infant's breastfeeding status, we do not need to check redemption activity. However, if we needed to adjust the breastfeeding status and had issued benefits to mom, we would need to verify redemption activity and adjust mom's food package accordingly.

Okay, we need to add more formula. Where do we go first?

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

FAW Add

<no script – failure hint> Click the **Add More Formula** radio button.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Add Formula

There are two (2) things we should notice about this screen. First, there is no indication whether the cans were initially direct shipped. Second, there is nowhere to mark if we would like the cans to be direct shipped or not.

However, this does not mean that the formula won't be direct shipped. If the original issuance was direct shipped, the added formula will automatically be direct shipped. This is why this is a two-step process.

Add Formula

We will quickly update the Additional Cans fields to three (3) for each month.

<no script – failure hint> Click the **Send EBT Data** button to finish adding the formula.

<no script – failure hint> cursor spins

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Let's look at Benefit History.

<no script – failure hint> Click the **Benefits History** tab.

Ben Hx Add

<Pause for expansion of nodes>

We can see the three (3) additional cans were automatically direct shipped for Fred's June benefits.

<no script> Click when ready to continue.

Ben Hx Add1

<Pause for expansion of nodes>

For July, the original benefits issued to the eWIC card were voided and reissued.

<no script> Click when ready to continue.

Ben Hx Add2

<Pause for expansion of nodes>

Like the July benefits, the same occurred for August. The original benefits issued to the eWIC card were voided and reissued.

<no script> Click when ready to continue.

Step 2

If we needed to direct ship the additional formula, we would be done. However, we need to place the three (3) additional cans that were direct shipped for the current month, onto the eWIC card.

Step two (2), let's return to the Food Adjustment Wizard.

<no script – failure hint> Select **Food Adjustment Wizard**.

FAW Change

This time we are going to Change a Food Already Issued. Go ahead and do that.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

<no script – failure hint> Click the **Food Category** drop-down list.

<no script – failure hint> Select **FORMULA**.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Enter Return Quantity

Remember, this is typically where we would enter the number of cans being returned for the current month. At this point, no formula has exchanged hands. Yet the system has automatically recorded the three (3) cans of formula we added as direct shipped.

We need to issue those three (3) cans of formula to the eWIC card instead. So we will enter the three (3) cans here. Use the spin arrow to increase the quantity to the correct number of cans.

<no script – failure hint> Click the spin arrow to increase the quantity to 1.

Enter Return Quantity1

<no script – failure hint> Click the spin arrow to increase the quantity to 2.

<no script – failure hint> Click the spin arrow to increase the quantity to 3.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Select Formula Change

We want to issue the same formula to the eWIC card, which in this instance is Enfamil Infant powder.

Go ahead and continue.

Formula Replacement

In this screen, we can choose if we would like to direct ship benefits. The Direct Ship checkbox will be selected at default, if the original issuance was direct shipped. The only thing we need to do in this screen is remove the Direct Ship checkbox...

<no script> Click the **Direct Ship** checkmark to remove it.

...so that the formula will now be issued to the eWIC card. Go ahead and finish.

<no script – failure hint> Click the **Send EBT Data** button.

Formula Replacement1

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Ben Hx After Change

For the current set, we can see the three (3) cans that were automatically direct shipped earlier have now been returned. In their place, three (3) cans have been issued to the eWIC card.

<no script> Click when ready to continue.

Ben Hx After Change1

We can also easily see this on the Account Balance. Go ahead and display it on the screen.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Print EBT Account Balance**.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Account Balance

<no script> Click when ready to continue.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.